

Comparisons of Job Characteristics

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 97

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Customer and Personal Service	11.3	19.6	15.2	<< Extensive education and/or training may be required
Clerical	7.3	17.3	12.2	<< Extensive education and/or training may be required
Computers and Electronics	8.4	11.7	6.2	<< Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 93

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation
Active Listening	11.0	12.3	12.6	0 Current skill level may be sufficient
Reading Comprehension	10.7	11.1	11.1	0 Current skill level may be sufficient
Speaking	10.8	11.1	12.3	> Skill level is likely sufficient
Service Orientation	7.9	8.2	11.6	>> Skill level is likely more than sufficient
Mathematics	6.2	7.2	5.1	<< Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities

Similarity of Focus Occupation to Associated Occupation: 96

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: Insurance Claims and Policy Processing Clerks (43-9041)

Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Written Comprehension	11.0	12.6	10.8	<	Some improvement in abilities may be required
Near Vision	11.1	12.0	10.3	<	Some improvement in abilities may be required
Speech Recognition	9.9	11.7	11.8	0	Current ability level may be sufficient
Speech Clarity	10.2	10.5	11.8	>	Current ability level is likely sufficient
Written Expression	9.8	10.0	11.0	>	Current ability level is likely sufficient
Number Facility	6.3	7.9	5.4	<<	Extensive improvement in abilities may be required
Mathematical Reasoning	6.3	7.4	6.1	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 86

Focus Occupation: Customer Service Representatives (43-4051)

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Work Activities	Exclusivity of Activity
Examine financial documents to verify issue	92
Fill out business or government forms	42
Interview customers	71
Maintain records, reports, or files	5
Maintain telephone logs	74
Obtain information from individuals	24
Provide customer service	14
Take messages	68
Type letters or correspondence	78
Use computers to enter, access or retrieve data	3

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus Occupation to Associated Occupation: 73

Focus Occupation: Customer Service Representatives (43-4051)
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Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3
Computers	1
Content authoring and editing software	1
Data management and query software	1
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Network applications software	1

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.